Job Summary

Post Title	Business Support Specialist	**Pay Grade**	Grade 4
Directorate **Service Area**	Resources Corporate Business Support	**Line Manager**	CBS Team Manager
Post Number/s (Mandatory for existing posts, If multiple posts state all)	N/A	**If existing post is the post title changing? If yes state both**	N
JE/GAR reference number (Mandatory for existing posts)	N/A	**Work Location (state Council office)**	Countywide. Main locations are Walton Street/The Gateway/QVR
Work style	Any desk	**Job Family & Role Profile**	Business Support & Information BSI04O
DBS Check Required?	YES If YES state level of DBS required: Basic		
Politically Restricted Post?	No *The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.* *There are broadly two categories of restricted posts:* *Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.*		

Job Purpose and Job Context
This post is within our busy Corporate Business Support team, who provide an administrative and transactional support service across the authority, ensuring that customer needs are met. The post holder will provide an efficient, high quality and customer-focussed administrative service for a diverse resident/ customer/ client group. Providing specialist administrative advice and support to internal and external customers to deliver the most appropriate solution.
Main Responsibilities and Duties

- Plan, organise and deliver own work to provide effective information and business support. Work is completed on time and to the quality and standards required, accommodating changes to priorities.
- To provide specialist administrative & business support & advice, as required.
- To provide the first point of contact for the service, ensuring Customer Service Standards are maintained
- Provide a proactive and 'forward thinking' approach to the role, and where applicable encourage the use of digital & self-serve channels.
- Record, distribute and process received documents, applications, correspondence etc. accurately and efficiently, liaising with internal and external stakeholders, as necessary.
- Provide the main point of contact for a senior colleague, acting as a filter for issues / problems and an escalation point for non-routine issues. Provide advice, guidance, and support on use of systems, processes, and procedures within area of responsibility, recommending alternative sources or courses of action if unable to provide a direct solution.
- To arrange as necessary, with Service colleagues the preparation of draft replies to correspondence, proof reading of documents/correspondence for service area managers and senior officers.
- Assist in the preparation of documents, reports, spreadsheets, and presentations
- Identify information sources and efficiently collate & organise data & information for inclusion in reports, documents & recommendations to customers and managers, or to provide answers to related queries.
- Process, analyse and interpret specialist information, using the appropriate systems. Identify and prioritise trends and issues, making recommendations on findings to support management decision making.
- Arranging and attending meetings, taking minutes, and distributing papers, as required.
- Manage diaries and travel arrangements as required to enable effective use of time by those supported.
- Maintain and improve operational efficiency and quality of services provided, through identifying and recommending improvement opportunities in procedures / processes. Support the delivery of agreed improvements within the area and ensure changes are effectively communicated to others.
- Support projects as part of a project team, delivering tasks to agreed specifications, timescales, and budgets. May co-ordinate activities within small projects.
- To actively contribute to information systems offering a consistent service in relation to key information and performance indicators, including accurate inputting to relevant databases
- Assist the service with distribution and follow up of any statistics required to support meeting decisions
- Monitor or process financial or budgetary information appropriately and efficiently.
- Quality check documents, records, recommendations and / or presentations. To support the exchange of information between the Council and other agencies and maintain professional links
- To undertake financial processing on behalf of service areas, adhering to financial regulations. Complete financial transactions such as: raising and payment of purchase orders, limit orders, invoices, recharges, and journal transactions using the corporate financial system.
- Correctly process and record income received in the form of cash, cheques, and card transactions.
- Any other duties commensurate with the grade and level of responsibility of the post may vary depending on the service areas supported.
- May be required to provide coaching and mentoring colleagues within their service area, allocating work, upskilling colleagues, and ensuring processes and statutory requirements are adhered to.

Accountability

- If this role manages a budget, please state the size of the budget: N/A
- If this role monitors a budget, please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. *(e.g., BCC, AVDC, WDC or CSB) N/A*
- How many indirect reports does this job have in its reporting line? N/A

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**

Up to 3 months	✓	Plan, organise and deliver own work to provide effective information and business support to adhere with legislative timescales, forward planning, and targets. Work allocation planning & training plans. Planning of work usually on a weekly / monthly basis
1 year		n/a
3-5 years		n/a

Values and Behaviors

We expect your values and behaviors to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills, and Experience *(use job family to complete)*	**Job Specific Examples**	**Essential**	**Desirable**
Relevant and practical experience acquired through a combination of training and on-the-job experience demonstrating development through a series of progressively more demanding and relevant work roles.	Liaise with all those involved in the specific service areas, including internal and external stakeholders, professionally.	✓	
Good knowledge of other areas of the authority relevant to the service	Understanding and experience of how different areas work collaboratively to deliver services.	✓	
Authoritative knowledge of service provided in own area and relevant processes, systems, policies, and procedures.	Comprehensive knowledge of service specific systems, such as back-office systems, customer databases and finance systems. Provide training for colleagues on using the systems.	✓	
Broad knowledge of relevant processes and procedures, regulations, codes of practice, required outputs and a working knowledge of	To deliver an efficient, high quality and customer focused service for a specific service area. Provide advice and support to internal and external	✓	

Commented [RS1]: This is not in officer job summary but is in manager G4 job summary for this family - think we need to differentiate experience level from a G3

Commented [CB2R1]: This wording is in BSI04O role profile on BuckNet

other relevant Council areas.	stakeholders, sign posting or escalating, as necessary.		
Budget monitoring/ financial processing at an appropriate level for the role	Able to work with accuracy on financial systems, completing a broad range of finance support tasks.	✓	
Experience of maintaining databases.	To provide data from various systems, as required, ensuring that information held is accurate and that system users are following processes.	✓	
AI and automation literacy	Awareness and understanding of AI and automation and how we deploy these. Focus on identification of opportunities to improve processes and customer experience.	✓	
Excellent ICT skills including use of Microsoft applications and may include use of specialist systems.	To monitor, track workflows, trends and provide information to the relevant officer for resourcing planning, workload prioritization and service improvement.	✓	
Excellent verbal and written communication skills and the ability to build relationships and influence others based on knowledge of the area	Excellent communication skills, engaging professionally and articulately, gauging the audience. Able to communicate effectively with senior leaders and professional bodies, in a mature professional way..	✓	
Good planning and organisational skills, with proven ability to prioritise workloads, monitor and evaluate work, to ensure deadlines are achieved.		✓	
Numerate and accurate with good attention to detail		✓	
Knowledge of the requirements of the Data Protection Act and a proven track record in maintaining confidentiality.		✓	
Minute taking skills		✓	
Qualifications		**Essential**	**Desirable**
Educated to A level / HNC standard or equivalent		✓	
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role *(tick as appropriate)*			✓
Where the role is customer-facing and the post holder is required to speak to members of		Y	

Commented [RS3]: Do you need to include given proposals

Commented [CB4R3]: Seeking to remove wherever possible but will always have a need for backup for contingency purposes, when consent to record is not given or for face to face meetings.

the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro	Y

This job summary is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.